

Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

Thank you for visiting GSA.gov. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please base your answers to the survey on your current visit to GSA.gov, and not other GSA sites linking from GSA.gov such as GSA Advantage!, GSA eLibrary, Airline City Pairs Search, etc.).

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Examples

Welcome Text Example

ForeSee Results Survey Page - Windows Internet Explorer
http://www.foreseeresults.com/survey/display?cid=test&mid=0tk0FpkgI00h5w

FORESEE

Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

*Required questions are denoted by an **

1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site.

1=Poor Excellent=10

1 2 3 4 5 6 7 8 9 10 Don't Know

Thank You Text Example

Football Please Select

Hockey Please Select

16: What size and style of jean were you shopping for today?

What size of jean were you shopping for today?

What style of jean were you shopping for today?

1 Boot cut

3 Low rise

5 Flare

'web site' has been corrected to now read 'website' in the text to the left

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel Submit

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ForeSee Results Privacy Policy Survey Support

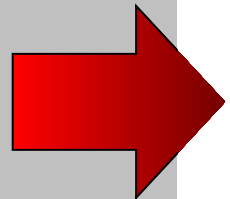
Internet | Protected Mode: On

Model Instance Name:
 gsa.gov Agencywide V6
 MID: FEIYZwRQFEEZAAJI1tURpA==
 Date: 9/17/2012

Partitioned: Yes (Please Use the Element order on this page and not an alphabetical order)

Model questions utilize the AC

ELEMENTS (drivers of satisfaction)		
MQ Labels	Navigation (1=Poor, 10=Excellent, Don't Know)	MQ Labels
1 Navigation - Organized	Please rate how well the site is organized.	17 Satisfaction - Overall
2 Navigation - Options	Please rate the options available for navigating this site.	18 Satisfaction - Expectations
3 Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.	19 Satisfaction - Ideal
4 Navigation - Clicks	Please rate the number of clicks to get where you want on this site.	
	Site Performance (1=Poor, 10=Excellent, Don't Know)	
5 Site Performance - Loading	Please rate how quickly pages load on this site.	
6 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.	
7 Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.	
	GSA Web Content (1=Poor, 10=Excellent, Don't Know)	
8 GSA Web Content - Answers	Please rate how well the information viewed today provided answers to your questions.	
9 GSA Web Content - Quality	Please rate the quality of information you viewed on this site.	
10 GSA Web Content - Understandable	Please rate how understandable the information was that you viewed today.	
	Functionality (1=Poor, 10=Excellent, Don't Know)	
11 Functionality - Usefulness	Please rate the usefulness of the website tools (Per Diem Lookup, GSA eLibrary, Airline City Pair, social media tools, etc.) provided on this site.	
12 Functionality - Convenient	Please rate the convenient placement of the website tools (Per Diem Lookup, GSA eLibrary, Airline City Pair, social media tools, etc.) on this site.	
13 Functionality - Variety	Please rate the variety of website tools (Per Diem Lookup, GSA eLibrary, Airline City Pair, social media tools, etc.) on this site.	
	Look and Feel (1=Poor, 10=Excellent, Don't Know)	
14 Look and Feel - Appeal	Please rate the visual appeal of this site.	
15 Look and Feel - Balance	Please rate the balance of graphics and text on this site.	
16 Look and Feel - Readability	Please rate the readability of the pages on this site.	



CSI methodology to determine scores and impacts

CUSTOMER SATISFACTION

Satisfaction

MQ Labels

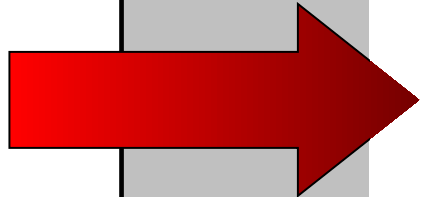
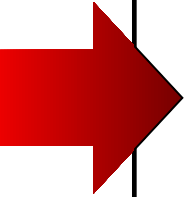
What is your **overall satisfaction** with this site?
(1=Very Dissatisfied, 10=Very Satisfied)

20 Return

How well does this site **meet your expectations**?
(1=Falls Short, 10=Exceeds)

How does this site **compare to your idea of an ideal website**?
(1=Not Very Close, 10=Very Close)

21 Recommend



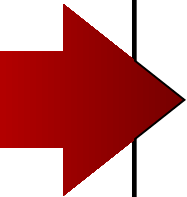
FUTURE BEHAVIORS

Return (1=Very Unlikely, 10=Very Likely)

How likely are you to **return to this site**?

Recommend (1=Very Unlikely, 10=Very Likely)

How likely are you to **recommend this site to someone else**?



Model Instance Name:

gsa.gov Agencywide V6

FEIYZwRQFEEZAAJ1tURpA==

Date:

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

gsa.gov Agencywide V6 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
AML002955		What best describes you? (Select one)	GSA employee Federal government employee (civilian) Member of the armed forces (military) State/local government employee Small business vendor seeking a government contract, including GSA schedules Large business vendor seeking a government contract, including GSA schedules Vendor with an existing government contract General public Other	A	Radio button, one-up vertical
ACQinh0016896	A	Please specify your role in coming to the site today.			Text area, no char limit
AML002956		On average, how often do you visit gsa.gov?	This is my first time ever Frequently (once a month or more often) Infrequently (less often than once a month)		Radio button, one-up vertical
AML002957		Please indicate the primary purpose for your current visit to gsa.gov:	Building information Find GSA information (employees, regions, organizations, news, etc.) Forms Government property for sale to the general public Jobs Per diem and/or travel (mileage rates, airfare, lodging, etc.) Policy and/or regulations Purchase products and/or services Research/browsing Sell products and/or services Small business contracting and/or partnering Training and/or events Other (please specify)	B A	Radio button, one-up vertical
AML002958	A	Please specify your other primary reason.			Text area, no char limit
CJI4323	B	Please specify the topic you were researching/browsing.			Text area, no char limit
AML002961		On this visit, how did you primarily look for information on gsa.gov?	Bookmarks Browse using navigation (click on tabs and links) Click on home page links GSA.gov site search Outside search (e.g., Google, Bing, Yahoo, etc.)		Radio button, one-up vertical
AML002962		How can GSA.gov be improved to better meet your needs? Please be as specific as possible.			Text area, no char limit



Single or Multi	Required Y/N	Special Instructions
Single	Y	OPS Group
Single	N	OPS Group
Single	Y	
Single	Y	OPS Group
Single	N	OPS Group
Single	N	OPS Group
Single	Y	
	N	

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gsa.gov Agencywide V6 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
AML002959		Did you locate the information you were looking for on this visit?	Yes	B	Radio button, one-up vertical
			No	B	
AML002960	B	Please describe what you were looking for on the GSA.gov site today?			Text area, no char limit
AML002961		On this visit, how did you primarily look for information on gsa.gov?	Bookmarks		Radio button, one-up vertical
			Browse using navigation (click on tabs and links)		
			Click on home page links		
			Search engine		
			GSA.gov site search		
			Outside search (e.g., Google, Bing, Yahoo, etc.)		
AML002962		How can GSA.gov be improved to better meet your needs? Please be as specific as possible.			Text area, no char limit



Single or Multi	Required Y/N	Special Instructions
Single	Y	Skip Logie Group
Single	N	Skip Logie Group
Single	Y	
	N	